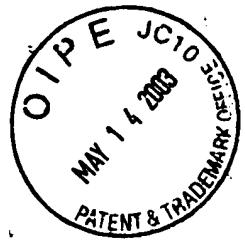


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In Re The Application of:)
Kenneth Jordan et al.)
Serial No.: 09/670,864)
Filed: September 27, 2000)
For: CALL MANAGEMENT USING)
CALL ROUTINE ENGINE)
05/16/2003 HGUTEMA1 00000044 09670864)

01 FC:1202 36.00 OP
02 FC:1201 168.00 OP

Examiner: Le, Karen L

Art Unit: 2642

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Technology Center 2600

Cesari and McKenna, LLP
88 Black Falcon Avenue
Boston, MA 02210
May 14, 2003

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

This Amendment is filed in response to the Office Action mailed on February 14, 2003. All objections and rejections are respectfully traversed.

05/16/2003 HGUTEMA1 00000042 09670864
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